



All

DATE 03/04

3-188

SERVICE

ADMINISTRATION BULLETIN

Unauthorized Power Upgrades –
Jaguar Policy Against Installation –
Warranty Actions

MODEL All
VIN

Issue:

A high number of major power-train units, received through the normal Warranty Returns process, have been damaged by the installation of unauthorized power upgrades to Engine Management Systems. Changes to the vehicle’s power characteristics can have far-reaching consequences to many systems, including the entire driveline, braking system, and emission control devices. The installation of unauthorized upgrade packages appears to come from sources advertising on the internet. Investigation of catastrophic failures has shown significant numbers to be attributed to unauthorized power upgrades. The Warranty Returns Centers will monitor all parts associated with the aforementioned.

Power upgrades are typically achieved either through the download of unauthorized and potentially illegal calibration files into the Engine Control Modules, or through add-on hardware, modifying injector pulse widths. These unauthorized methods achieve additional power output through injection of more fuel for given speed and load conditions. The resulting power increase is achieved at the expense of:

- Engine and transmission longevity
- Increased fuel consumption
- Increased pollutant emissions

Please note the following statement from the Owner’s Handbook:

‘The fitting of non-approved parts and accessories, or the carrying out of non-approved alterations or conversions, may be dangerous and could affect the safety of the vehicle and occupants, and also invalidate the terms and conditions of the vehicle warranty.’

Action:

Jaguar retailers must not be involved in the promotion, marketing, or installation of such unauthorized power upgrades. Evidence of upgrade is almost impossible to hide, even if original equipment is reinstalled following unit failure. Any failures suspected to be resulting from unauthorized power upgrades will be thoroughly investigated and warranty payments will be withheld or withdrawn as appropriate.

